

CLAIMS

What is claimed is:

1 1. A method for providing personalized customer support, comprising:
2 receiving information from a customer;
3 evaluating the customer information;
4 identifying customer support information relevant to the customer
5 information; and
6 presenting the relevant customer support information to the customer.

1 2. The method of claim 1, wherein the step of receiving information
2 comprises the step of receiving information about products the customer uses.

1 3. The method of claim 1, wherein the step of receiving information
2 comprises the step of receiving information about the customer's business.

1 4. The method of claim 1, wherein the step of receiving information
2 comprises the step of receiving information about the customer's technical expertise.

1 5. The method of claim 1, wherein the step of receiving information
2 comprises the step of receiving information from an online customer survey.

1 11. A system for providing personalized customer support, comprising:
2 means for receiving information from a customer;
3 means for evaluating the customer information;
4 means for identifying customer support information relevant to the customer
5 information; and
6 means for presenting the relevant customer support information to the
7 customer.

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1 12. The system of claim 11, wherein the means for receiving information
2 comprises means for receiving information about products the customer uses.

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1 13. The system of claim 11, wherein the means for receiving information
2 comprises means for receiving information about the customer's business.

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1 14. The system of claim 11, wherein the means for receiving information
2 comprises means for receiving information about the customer's technical expertise.

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1 15. The system of claim 11, wherein the means for receiving information
2 comprises means for receiving information from an online customer survey.

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1 16. The system of claim 11, wherein the means for identifying customer
2 support information relevant to the customer information comprises means for cross-
3 referencing the customer information with information contained within a library
4 database.

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1 17. The system of claim 16, wherein the means for identifying customer
2 support information relevant to the customer information further comprises means for
3 cross-referencing the customer information with data modules contained within the
4 library database.

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1 18. The system of claim 11, wherein the means for presenting the relevant
2 customer support information to the customer comprises means for automatically
3 generating at least one personalized web page accessible to the customer.

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1 19. The system of claim 18, wherein the at least one personalized web
2 page only includes customer support information that is relevant to the products the
3 customer uses and/or the customer's business.

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1 20. The system of claim 18, wherein the means for presenting the relevant
2 customer support information to the customer comprises means for presenting audio
3 and video instructions to the customer.

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1 21. A computer readable medium having software for providing
2 personalized customer support, comprising:

3 logic configured to receive information from a customer;

4 logic configured to evaluate the customer information;

5 logic configured to identify customer support information relevant to the
6 customer information; and

7 logic configured to present the relevant customer support information to the
8 customer.

22. The computer readable medium of claim 21, wherein the logic configured to receive information comprises logic configured to receive information about products the customer uses.

1 23. The computer readable medium of claim 21, wherein the logic
2 configured to receive information comprises logic configured to receive information
3 about the customer's business.

1 24. The computer readable medium of claim 21, wherein the logic
2 configured to receive information comprises logic configured to receive information
3 about the customer's technical expertise.

1 25. The computer readable medium of claim 21, wherein the logic
2 configured to receive information comprises logic configured to receive information
3 from an online customer survey.

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1 26. The computer readable medium computer readable medium of claim
2 21, wherein the logic configured to identify customer support information relevant to
3 the customer information comprises logic configured to cross-reference the customer
4 information with information contained within a library database.

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1 27. The computer readable medium of claim 26, wherein the logic
2 configured to identify customer support information relevant to the customer
3 information further comprises logic configured to cross-reference the customer
4 information with data modules contained within the library database.

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1 28. The computer readable medium of claim 21, wherein the logic
2 configured to present the relevant customer support information to the customer
3 comprises logic configured to automatically generate at least one personalized web
4 page accessible to the customer.

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1 29. The computer readable medium of claim 28, wherein the at least one
2 personalized web page only includes customer support information that is relevant to
1 the products the customer uses and/or the customer's business.

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1 30. The computer readable medium of claim 28, wherein the logic
2 configured to present the relevant customer support information to the customer
3 comprises logic configured to present audio and video instructions to the customer.

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1 31. A method for providing personalized customer support, comprising:
2 receiving information from a customer about the products the customer uses
3 and about the customer's business;
4 evaluating the customer information;
5 creating a customer profile based upon the evaluation of the customer
6 information;
7 retrieving customer support information modules relevant to the customer
8 profile; and
9 automatically generating a personalized web page containing the customer
10 support information retrieved.

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1 32. The method of claim 31, wherein personalized web pages relevant to
2 training, troubleshooting, and database information are respectively automatically
3 generated.

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1 33. The method of claim 31, further comprising the step of responding to
2 questions posed and issues raised by customers online.

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1 34. The method of claim 31, further comprising the step of providing
2 information as to designing a computing system specific to the customer's needs.

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1 35. The method of claim 31, further comprising the step of providing an
2 evaluation of the customer's existing computing system.